

**Synoptek, LLC.**

19520 Jamboree Rd, Suite 110 Irvine, CA 92612, United States (949) 697-5660

[www.synoptek.com](http://www.synoptek.com/)

Engineering Support

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## INDEX

## EXECUTIVE SUMMARY

Synoptek is pleased to submit this executive summary in response to Aetion's Request for Proposal (RFP) for a strategic partnership. We have carefully reviewed the objectives and scope outlined in the RFP and believe that our unique value proposition aligns perfectly with Aetion's goals of enhancing engineering capacity, optimizing costs, and improving service quality.  
  
Our partnership with Aetion will provide several key benefits. Firstly, we will enhance your engineering team's capacity to handle increased workloads and accelerate the delivery of critical projects. By leveraging our expertise and resources, we can support your current products and engineering teams from our global low-cost centers, optimizing engineering labor costs without compromising on quality.  
  
In addition to increased capacity, our partnership will also improve overall engineering team productivity. Our experienced engineers and specialists will bridge any existing skill gaps that may arise during the future development of Aetion's products. This will ensure that your team has the necessary expertise to tackle complex challenges and deliver high-quality solutions.  
  
One of the key advantages of partnering with Synoptek is our ability to provide support from teams in low-cost centers with maximum overlap with the Eastern Time Zone. This ensures that response times are improved, leading to enhanced internal team and end-user satisfaction. Our focus on service quality and timely delivery will contribute to a positive user experience and increased customer satisfaction.  
  
In terms of financial benefits, our partnership will result in optimized engineering labor costs. By leveraging our global low-cost centers, Aetion can achieve significant cost savings without compromising on the quality of work. We will provide a detailed projection of estimated costs, potential incentives, and financial benefits as part of our proposal.  
  
Synoptek is committed to providing ongoing support and resources to Aetion throughout our partnership. We have a team of highly skilled engineers, quality assurance professionals, business intelligence analysts, and data integration analysts who will be dedicated to supporting your organization. Our team members have the specific qualifications and experience required to fulfill their roles effectively.  
  
Furthermore, we understand the importance of quality assurance in enterprise application testing. Our team has extensive experience in this area and will ensure that all deliverables meet the highest standards of quality. Our business intelligence analysts are proficient in BI software and have experience with SQL programming and data manipulation, enabling them to provide valuable insights and analysis.  
  
In conclusion, Synoptek's partnership with Aetion will provide the necessary support to enhance engineering capacity, optimize costs, and improve service quality. Our unique value proposition, combined with our expertise and resources, will enable Aetion to achieve its strategic goals. We look forward to the opportunity to discuss our proposal in more detail and demonstrate how our partnership can drive success for Aetion.

## UNDERSTANDING OF BUSINESS OBJECTIVES

## Business Objectives for Aetion  
  
Aetion has outlined several key business objectives in their Request for Proposal (RFP) that they are seeking to achieve through a strategic partnership with Synoptek. These objectives span across different phases and sections of their operations and are aimed at enhancing their engineering capabilities, optimizing costs, and improving service quality and response times. Synoptek's innovative program features and future-proofing capabilities will play a crucial role in meeting these objectives.   
  
### 1. Enhance Engineering Team Capacity and Accelerate Project Delivery  
  
Aetion aims to enhance their engineering team's capacity to handle increased workloads and accelerate the delivery of critical projects. By partnering with Synoptek, Aetion can leverage the expertise and resources of a strategic partner to augment their existing engineering capabilities. Synoptek's program features will enable Aetion to scale their engineering team effectively, ensuring that they have the necessary resources to meet project demands and deliver high-quality solutions in a timely manner.  
  
### 2. Improve Overall Engineering Team Productivity  
  
Aetion recognizes the importance of improving overall engineering team productivity to drive efficiency and effectiveness in their operations. Through the partnership with Synoptek, Aetion can leverage innovative program features that streamline workflows, automate repetitive tasks, and provide tools and technologies that enhance collaboration and communication within the engineering team. These capabilities will enable Aetion's engineers to focus on high-value activities, resulting in increased productivity and improved outcomes.  
  
### 3. Optimize Engineering Labor Costs  
  
Aetion aims to optimize their engineering labor costs by leveraging global low-cost centers through the partnership with Synoptek. By strategically distributing engineering support across different locations, with a focus on centers that have maximum overlap with the Eastern Time Zone, Aetion can benefit from cost efficiencies without compromising on quality. Synoptek's expertise in managing global teams and their future-proofing capabilities ensure that Aetion can effectively leverage low-cost centers while maintaining high standards of service delivery.  
  
### 4. Enhance Internal Team and End-User Satisfaction  
  
Aetion recognizes the importance of internal team and end-user satisfaction in driving business success. By partnering with Synoptek, Aetion aims to improve response times and service quality, leading to increased satisfaction among their internal teams and end-users. Synoptek's program features, such as efficient ticketing systems, proactive monitoring, and robust incident management processes, will enable Aetion to provide timely and high-quality support to their teams and end-users, resulting in improved satisfaction levels.  
  
### 5. Bridge Specialized Skill Gaps  
  
Aetion acknowledges the potential specialized skill gaps that may arise during the future development of their products. To address this, Aetion seeks a strategic partner who can bridge these skill gaps and provide the necessary expertise and resources. Synoptek's extensive talent pool and experience in diverse technologies and domains ensure that Aetion can access the specialized skills required for their product development. This future-proofing capability will enable Aetion to adapt to evolving technological landscapes and ensure the successful development of their products.  
  
In summary, Aetion's business objectives revolve around enhancing their engineering capabilities, optimizing costs, and improving service quality and response times. Synoptek's innovative program features and future-proofing capabilities align perfectly with these objectives, enabling Aetion to achieve their strategic goals and drive business success.

## KEY OPPORTUNITIES AND CHALLENGES

### Opportunities:  
  
1. \*\*Enhancement of Engineering Team Capacity:\*\*  
 - Synoptek can provide additional resources to Aetion's engineering team, allowing them to handle increased workloads more efficiently.  
 - With Synoptek's support, Aetion can accelerate the delivery of critical projects, ensuring timely completion.  
  
2. \*\*Productivity Improvement:\*\*  
 - Synoptek's expertise and experience can significantly improve the overall productivity of Aetion's engineering team.  
 - By implementing efficient processes and best practices, Synoptek can streamline workflows and optimize resource utilization.  
  
3. \*\*Cost Optimization:\*\*  
 - Synoptek's global low-cost centers can be leveraged to optimize engineering labor costs for Aetion.  
 - By utilizing Synoptek's cost-effective resources, Aetion can support their current products and engineering teams while reducing expenses.  
  
4. \*\*Improved Satisfaction:\*\*  
 - Synoptek's support can enhance internal team and end-user satisfaction by providing better response times and service quality.  
 - With Synoptek's assistance, Aetion can ensure that their engineering team and end-users receive prompt and reliable support.  
  
5. \*\*Skill Gap Bridging:\*\*  
 - Synoptek can bridge any specialized skill gaps that may arise during the future development of Aetion's products.  
 - By providing access to a diverse pool of skilled professionals, Synoptek can ensure that Aetion has the necessary expertise to overcome any technical challenges.  
  
6. \*\*Strategic Partnership:\*\*  
 - A partnership with Synoptek offers Aetion the opportunity to collaborate with a strategic entity that can provide engineering support from teams in low-cost centers.  
 - Synoptek's teams in low-cost centers can operate with maximum overlap with the Eastern Time Zone, ensuring seamless communication and collaboration.  
  
7. \*\*Utilization of Aetion Discover:\*\*  
 - Synoptek can help Aetion leverage the key features of Aetion Discover, such as the smart cohort builder and quick starts, for efficient and effective analysis.  
 - By providing guidance and support, Synoptek can enable Aetion to make the most of their analytical capabilities.  
  
### Challenges:  
  
1. \*\*Transitioning Process:\*\*  
 - Synoptek needs to effectively manage the onboarding and transitioning process for a significant number of roles across different quarters, including Engineer II, Senior Engineer, Staff Engineer, Quality Assurance, Business Intelligence Analyst, and Data Integration Analyst.  
 - Ensuring a smooth transition and integration of Synoptek's resources into Aetion's existing teams is crucial for successful collaboration.  
  
2. \*\*Maintaining Quality and Compliance:\*\*  
 - Synoptek must ensure that quality control measures and compliance procedures, such as background checks, legal compliance, and data security, are strictly adhered to.  
 - Maintaining the highest standards of quality and compliance is essential to protect Aetion's sensitive data and maintain regulatory compliance.  
  
3. \*\*Effective Communication and Support:\*\*  
 - Establishing effective ongoing support and account management is vital for a successful partnership.  
 - Synoptek needs to set up robust communication channels and determine the frequency of communication to ensure seamless collaboration and timely support.  
  
4. \*\*Technology and Tools Utilization:\*\*  
 - Synoptek must implement and explain the technology and tools used for tracking, client reporting, and daily communication.  
 - Ensuring that Aetion's team members are familiar with and proficient in using these tools is crucial for efficient collaboration and effective project management.  
  
5. \*\*Screening and Verification Processes:\*\*  
 - Synoptek needs to develop robust methods for candidate screening, background checks, skills assessments, and verification processes.  
 - Thorough screening and verification processes are essential to ensure that the resources provided by Synoptek meet Aetion's requirements and standards.  
  
6. \*\*Service Delivery Standards:\*\*  
 - Synoptek and Aetion must define clear Service Level Agreements (SLAs) related to response times, candidate submittals, onboarding, and other critical aspects of service delivery.  
 - Establishing well-defined SLAs will help manage expectations and ensure that both parties are aligned on service delivery standards.  
  
7. \*\*Training and Onboarding:\*\*  
 - Synoptek needs to present a comprehensive training approach for onboarding new members and maintaining the relevance of existing team members.  
 - Providing adequate training and support will enable seamless integration of Synoptek's resources into Aetion's teams and ensure continuous skill development.  
  
These opportunities and challenges highlight the potential benefits and objectives of a partnership between Aetion, Inc. and Synoptek. By addressing these considerations in their response to the RFP, Synoptek can demonstrate their ability to enhance Aetion's engineering team's capacity, improve productivity, optimize costs, and ultimately enhance satisfaction among internal teams and end-users.

## SCOPE OF WORK

# Scope of Work for Aetion RFP Response  
  
## 1. RFP Objectives  
  
The objectives of this RFP response are as follows:  
  
- Enhance the engineering team's capacity to handle increased workloads and accelerate the delivery of critical projects.  
- Improve overall engineering team productivity.  
- Optimize engineering labor costs by supporting Aetion's current products and engineering teams from global low-cost centers.  
- Enhance internal team and end-user satisfaction by improving response times and service quality.  
- Bridge any existing specialized skill gaps that may arise during the future development of Aetion's products.  
  
## 2. RFP Scope  
  
The scope of this RFP response includes the following:  
  
- Partnering with Aetion as a strategic partner to transition a portion of Aetion's current engineering, quality assurance, and data teams.  
- Providing engineering support from teams in low-cost centers that can provide maximum overlap with the Aetion engineering team out of the Eastern Time Zone.  
- The roles included in the scope are Engineer II, Senior Engineer, Staff Engineer, Quality Assurance, Business Intelligence Analyst, and Data Integration Analyst, with specific numbers for Q1 and Q2 onboarding.  
  
## 3. Response Requirements  
  
The response to this RFP requires the following information:  
  
- An overview of Synoptek, including the date of establishment, global headcount, geographic footprint, global revenue for the past two years, and relevant certifications or accreditations.  
- An overview of the proposal, highlighting key strengths and alignment with Aetion's needs, including approaches to a cost-effective solution.  
- A proposed timeline for the onboarding/transitioning process, including key milestones and deliverables.  
- Details on the level of ongoing support and account management Aetion can expect, including communication channels and frequency.  
- Methods for candidate screening, background checks, skills assessments, and verification processes.  
- Technology and tools used for tracking, client reporting, and daily communication.  
- Quality control measures and compliance procedures, such as background checks, legal compliance, and data security.  
- Typical Service Level Agreements (SLAs) related to response times, candidate submittals, onboarding, and other critical aspects of service delivery.  
- Training approach for onboarding new members and maintaining the relevance of existing team members.  
  
## 4. RFP Process  
  
The RFP process for this response includes the following key activities:  
  
- A timeline of key activities, including deadlines for submitting questions, RFP responses, vendor shortlist for presentations, vendor presentations, and vendor selection & notification.  
- Procedures for submitting questions and seeking clarifications, including the process for submitting questions and the provision of responses to all suppliers.  
- Details regarding the submission of the response, including the due date and email addresses for submission.  
  
This scope of work outlines the objectives, scope, response requirements, and the RFP process for Synoptek's response to the Aetion RFP.

## DELIVERABLES

## Deliverables for Synoptek's RFP Response to Aetion  
  
### 1. RFP Response Content:  
 - \*\*Organization Overview\*\*: Synoptek will provide a comprehensive overview of its organization, including the date of establishment, global headcount, geographic footprint, global revenue for the past two years, and relevant certifications or accreditations. This information will showcase Synoptek's experience and expertise in the industry.  
 - \*\*Proposal Overview\*\*: Synoptek will highlight its key strengths and demonstrate how it aligns with Aetion's needs. The proposal will outline the approaches and strategies Synoptek will employ to provide a cost-effective solution to Aetion's requirements.  
 - \*\*Timeline for Onboarding/Transitioning\*\*: Synoptek will outline a detailed timeline with key milestones and deliverables for the onboarding and transitioning process. This will ensure a smooth and efficient transition of responsibilities from Aetion to Synoptek.  
 - \*\*Ongoing Support and Account Management\*\*: Synoptek will describe its communication channels, frequency of communication, and the level of support it will provide to Aetion. This will include regular meetings, progress updates, and dedicated account managers to ensure effective ongoing support.  
 - \*\*Candidate Screening and Verification\*\*: Synoptek will explain its methods for screening and verifying candidates, including background checks, skills assessments, and verification processes. This will ensure that only qualified and reliable professionals are assigned to Aetion's projects.  
 - \*\*Technology and Tools\*\*: Synoptek will detail the technology and tools it utilizes for tracking, client reporting, and daily communication. This will include project management software, collaboration tools, and secure communication channels to facilitate efficient and transparent communication.  
 - \*\*Quality Control and Compliance\*\*: Synoptek will provide a comprehensive plan for quality control and compliance, including measures for background checks, legal compliance, and data security. This will ensure that all activities are conducted in accordance with industry standards and regulations.  
 - \*\*Service Delivery SLAs\*\*: Synoptek will define the typical Service Level Agreements (SLAs) related to response times, candidate submittals, onboarding, and other relevant areas. These SLAs will ensure that Synoptek meets Aetion's expectations and delivers services within agreed-upon timelines.  
 - \*\*Training Approach\*\*: Synoptek will present its onboarding and ongoing training strategies for team members. This will include a detailed plan for knowledge transfer, skill development, and continuous learning to ensure that the team remains up-to-date with the latest technologies and industry trends.  
  
### 2. RFP Objectives:  
 Synoptek's RFP response will address the following objectives that Aetion aims to achieve through this partnership:  
 - Enhance the engineering team's capacity: Synoptek will provide additional resources and expertise to augment Aetion's engineering team, enabling them to take on more projects and increase their overall capacity.  
 - Improve engineering team productivity: Synoptek will implement efficient processes, tools, and methodologies to streamline workflows and enhance the productivity of Aetion's engineering team.  
 - Optimize engineering labor costs: Synoptek will propose cost-effective solutions and strategies to optimize Aetion's engineering labor costs without compromising on quality or efficiency.  
 - Enhance internal team and end-user satisfaction: Synoptek will focus on delivering high-quality services and solutions that meet the expectations of both Aetion's internal team and end-users. This will result in increased satisfaction and improved user experiences.  
 - Bridge specialized skill gaps: Synoptek will leverage its expertise and experience to bridge any specialized skill gaps within Aetion's engineering team. This will ensure that Aetion has access to a diverse skill set required for their projects.  
  
### 3. RFP Process:  
 Synoptek will adhere to the following process for responding to Aetion's RFP:  
 - Acknowledge receipt of the RFP: Synoptek will promptly acknowledge the receipt of the RFP to ensure clear communication and confirm its commitment to the process.  
 - Submit questions by the specified deadline: Synoptek will review the RFP thoroughly and submit any relevant questions within the specified deadline to seek clarification and ensure a comprehensive response.  
 - Submit RFP response by the due date: Synoptek will prepare a detailed and well-structured RFP response addressing all the requirements and submit it by the specified due date.  
 - Participate in vendor presentations if shortlisted: If shortlisted, Synoptek will actively participate in vendor presentations to showcase its capabilities, expertise, and proposed solutions to Aetion.  
 - Await vendor selection and notification: Synoptek will patiently await Aetion's vendor selection process and notification, respecting the timeline and decision-making process.  
  
### 4. Key Use Cases with Aetion:  
 Synoptek will focus on the following key use cases throughout the product lifecycle in collaboration with Aetion:  
 - Development Pre-Launch: Synoptek will provide support in target product profile definition, natural history and standard of care characterization, external validity evaluation, competitor and market analysis, and cost/burden of disease understanding. This will assist Aetion in making informed decisions during the pre-launch phase.  
 - Launch: Synoptek will assist Aetion in understanding the humanistic burden of disease, integrated evidence planning, signal investigation/contextualization, and evidence-based payer engagement. This will ensure a successful product launch and effective engagement with payers.  
 - Post-Launch: Synoptek will collaborate with Aetion in hypothesis generation related to label expansion, analyzing drug and healthcare resource utilization, and providing a clear and cross-functional view into real-world happenings. This will support Aetion in post-launch activities and decision-making processes.  
  
These deliverables will enable Synoptek to provide a comprehensive and tailored response to Aetion's RFP, addressing their specific requirements, objectives, and use cases. The deliverables will also ensure transparency, efficiency, and effective collaboration throughout the partnership.

## THE SYNOPTEK APPROACH

# Envision  
  
## RFP Response Content  
Synoptek's RFP response to Aetion will include the following deliverables:  
  
1. \*\*Organization Overview\*\*: Synoptek will provide a comprehensive overview of its organization, including the date of establishment, global headcount, geographic footprint, global revenue for the past two years, and relevant certifications or accreditations. This will showcase Synoptek's experience and expertise in delivering high-quality services.  
  
2. \*\*Proposal Overview\*\*: Synoptek will highlight its key strengths and demonstrate how it aligns with Aetion's needs. The proposal will outline Synoptek's approaches to providing a cost-effective solution that enhances Aetion's engineering team's capacity, improves productivity, optimizes labor costs, enhances internal team and end-user satisfaction, and bridges specialized skill gaps.  
  
3. \*\*Timeline for Onboarding/Transitioning\*\*: Synoptek will outline a detailed timeline with key milestones and deliverables for the onboarding and transitioning process. This will ensure a smooth and efficient integration of Synoptek's dedicated team into Aetion's existing teams.  
  
4. \*\*Ongoing Support and Account Management\*\*: Synoptek will describe its communication channels, frequency, and level of support for ongoing support and account management. This will ensure effective collaboration and timely resolution of any issues that may arise.  
  
5. \*\*Candidate Screening and Verification\*\*: Synoptek will explain its methods for screening, background checks, skills assessments, and verification processes to ensure that the dedicated team members provided to Aetion meet the required qualifications and standards.  
  
6. \*\*Technology and Tools\*\*: Synoptek will detail the technology and tools it utilizes for tracking, client reporting, and daily communication. This will enable seamless collaboration and efficient project management between Synoptek and Aetion.  
  
7. \*\*Quality Control and Compliance\*\*: Synoptek will outline its measures for background checks, legal compliance, and data security to ensure the highest level of quality control and compliance with industry standards and regulations.  
  
8. \*\*Service Delivery SLAs\*\*: Synoptek will define typical Service Level Agreements (SLAs) related to response times, candidate submittals, onboarding, and other relevant areas. This will set clear expectations and ensure accountability for service delivery.  
  
9. \*\*Training Approach\*\*: Synoptek will present its onboarding and ongoing training strategies for team members. This will ensure that the dedicated team members are equipped with the necessary skills and knowledge to effectively contribute to Aetion's projects.  
  
## RFP Objectives  
Synoptek's approach aims to achieve the following objectives outlined by Aetion in the RFP:  
  
1. Enhance the engineering team's capacity.  
2. Improve engineering team productivity.  
3. Optimize engineering labor costs.  
4. Enhance internal team and end-user satisfaction.  
5. Bridge specialized skill gaps.  
  
# Transform  
  
## RFP Process  
Synoptek will follow a structured RFP process to ensure a smooth and efficient response:  
  
1. Acknowledge Receipt: Synoptek will promptly acknowledge the receipt of the RFP to confirm its commitment to the process.  
  
2. Submit Questions: Synoptek will submit any necessary questions by the specified deadline to clarify any ambiguities and ensure a comprehensive understanding of Aetion's requirements.  
  
3. Submit RFP Response: Synoptek will submit a well-crafted and comprehensive RFP response by the due date, addressing all the requirements and deliverables outlined in the RFP.  
  
4. Vendor Presentations: If shortlisted, Synoptek will actively participate in vendor presentations to showcase its capabilities and demonstrate how it can meet Aetion's needs.  
  
5. Await Vendor Selection: Synoptek will patiently await the vendor selection process and notification from Aetion.  
  
## Key Use Cases with Aetion  
Synoptek will focus on the following key use cases throughout the product lifecycle in collaboration with Aetion:  
  
1. Development Pre-Launch: Synoptek will provide support in target product profile definition, natural history and standard of care characterization, external validity evaluation, competitor and market analysis, and cost/burden of disease understanding.  
  
2. Launch: Synoptek will assist in understanding the humanistic burden of disease, integrated evidence planning, signal investigation/contextualization, and evidence-based payer engagement.  
  
3. Post-Launch: Synoptek will contribute to hypothesis generation for label expansion, analysis of drug and healthcare resource utilization, and providing a clear and cross-functional view into real-world happenings.  
  
# Evolve  
  
To ensure continuous improvement and future enhancements of the services provided to Aetion, Synoptek will implement the following strategies:  
  
1. Utilize Engineering Center of Excellence (ECE): Synoptek will leverage its ECE to build a dedicated team that operates as an extension of Aetion's teams. This will foster joint accountability, shared branding, aligned talent management processes, and enhanced governance and compliance.  
  
2. Customized Service Offerings: Synoptek will tailor its service offerings based on Aetion's specific needs, deploying specialized skills in software engineering, business intelligence, data integration, and quality assurance. This customization will ensure that the services provided align closely with Aetion's requirements.  
  
3. Strategic Hiring and Resource Allocation: Synoptek will strategically hire and allocate resources geographically and in terms of expertise to match Aetion's project demands and time zone overlaps. This will ensure optimal resource utilization and efficient project execution.  
  
4. Performance Management System: Synoptek will implement a performance management system to track progress against objectives, manage team productivity, and ensure quality outcomes. This system will enable continuous monitoring and improvement of service delivery.  
  
5. Scalable Operations: Synoptek will prepare for scalable operations that can adjust to Aetion's growing demands without compromising on service quality or delivery timelines. This scalability will ensure that Synoptek can effectively support Aetion's evolving needs.  
  
6. Regular Review Meetings: Synoptek will conduct regular review meetings with Aetion to evaluate the progress and impact of the partnership. These meetings will provide an opportunity to identify areas for improvement and make necessary adjustments to enhance the collaboration.  
  
By following this approach, Synoptek aims to deliver a comprehensive and tailored solution that meets Aetion's objectives, enhances their engineering capabilities, and drives continuous improvement and evolution in the services provided.

## TRANSITION PLAN

# Transition Plan for Aetion - Synoptek Response to RFP  
  
## Introduction  
  
This transition plan outlines Synoptek's approach and strategies for partnering with Aetion to transition a portion of their engineering, quality assurance, and data teams. The objective of this transition is to enhance Aetion's engineering team's capacity, improve productivity, optimize labor costs, enhance internal and end-user satisfaction, and bridge any skill gaps that may arise during the future development of Aetion's products.  
  
## Transition Approach  
  
Synoptek proposes a strategic partnership with Aetion to provide engineering support from low-cost centers that can maximize overlap with the Aetion engineering team in the Eastern Time Zone. Our approach focuses on the following key strategies:  
  
1. \*\*Collaborative Planning\*\*: We will work closely with Aetion to understand their specific requirements, goals, and timelines. This collaborative planning will ensure a smooth transition process and alignment with Aetion's needs.  
  
2. \*\*Knowledge Transfer\*\*: Our transition team will engage in comprehensive knowledge transfer sessions with Aetion's existing teams. This will include documentation, training, and hands-on experience sharing to ensure a seamless transfer of responsibilities.  
  
3. \*\*Resource Allocation\*\*: Synoptek will allocate a dedicated team of experienced engineers, quality assurance professionals, business intelligence analysts, and data integration analysts to support Aetion's current projects. The team will be selected based on their expertise and ability to align with Aetion's requirements.  
  
4. \*\*Communication and Collaboration\*\*: We will establish effective communication channels and collaboration tools to ensure seamless coordination between the Synoptek team and Aetion's internal teams. Regular meetings, progress updates, and feedback sessions will be conducted to maintain transparency and address any concerns.  
  
5. \*\*Continuous Improvement\*\*: Synoptek is committed to continuous improvement. We will regularly assess the transition process, gather feedback from Aetion, and make necessary adjustments to optimize efficiency and effectiveness.  
  
## Key Transition Activities  
  
The transition plan includes the following key activities and milestones critical to the success of the transition:  
  
1. \*\*Initial Planning Phase\*\*:  
 - Collaborative meetings with Aetion to understand their objectives, requirements, and timelines.  
 - Detailed documentation of Aetion's existing processes, systems, and projects.  
 - Identification of key roles and responsibilities for the transition team.  
  
2. \*\*Knowledge Transfer and Onboarding\*\*:  
 - Comprehensive knowledge transfer sessions between Aetion and Synoptek teams.  
 - Onboarding of Synoptek team members to Aetion's systems, tools, and processes.  
 - Training sessions to ensure familiarity with Aetion's products and development methodologies.  
  
3. \*\*Resource Allocation and Integration\*\*:  
 - Allocation of dedicated Synoptek team members to support Aetion's engineering, quality assurance, and data teams.  
 - Integration of Synoptek team members into Aetion's existing project teams.  
 - Regular coordination meetings to ensure effective collaboration and alignment.  
  
4. \*\*Communication and Reporting\*\*:  
 - Establishment of communication channels and collaboration tools for seamless interaction between Synoptek and Aetion teams.  
 - Regular progress updates, status reports, and feedback sessions to maintain transparency and address any issues.  
  
5. \*\*Continuous Support and Improvement\*\*:  
 - Ongoing support and account management to address any challenges or concerns.  
 - Continuous improvement initiatives to optimize efficiency and effectiveness.  
 - Regular performance reviews and feedback sessions to ensure high-quality service delivery.  
  
## Conclusion  
  
Synoptek's transition plan for Aetion focuses on collaborative planning, knowledge transfer, resource allocation, communication, and continuous improvement. By following this approach and executing the key transition activities, we aim to enhance Aetion's engineering team's capacity, improve productivity, optimize labor costs, and bridge any skill gaps. We are committed to ensuring a seamless transition process and delivering high-quality support to meet Aetion's objectives and requirements.

## EXECUTION TIMELINE

# Technical Timeline Plan for Aetion RFP Response  
  
## Phase 1: Preparing the Proposal (Start Date: [Insert Start Date], End Date: [Insert End Date])  
  
| Milestone | Start Date | End Date | Key Deliverables | Responsible Party |  
|-----------|------------|----------|------------------|------------------|  
| Proposal Kick-off Meeting | [Insert Start Date] | [Insert End Date] | - Define proposal objectives and scope<br>- Assign responsibilities<br>- Establish timeline and milestones | Project Manager |  
| Gathering Information | [Insert Start Date] | [Insert End Date] | - Collect organization overview and relevant certifications<br>- Understand Aetion's needs and requirements<br>- Identify cost-effective solutions | Proposal Team |  
| Proposal Writing | [Insert Start Date] | [Insert End Date] | - Develop proposal content<br>- Highlight key strengths and alignment with Aetion's needs<br>- Outline onboarding/transitioning process and milestones | Proposal Team |  
| Review and Revision | [Insert Start Date] | [Insert End Date] | - Review proposal for accuracy and completeness<br>- Incorporate feedback and make revisions<br>- Ensure compliance with response requirements | Proposal Team |  
| Finalize Proposal | [Insert Start Date] | [Insert End Date] | - Proofread and edit proposal<br>- Format and package proposal for submission<br>- Obtain necessary approvals | Proposal Team |  
| Proposal Submission | [Insert Start Date] | [Insert End Date] | - Submit proposal to Aetion according to response submission details | Proposal Team |  
  
## Phase 2: RFP Process (Start Date: [Insert Start Date], End Date: [Insert End Date])  
  
| Milestone | Start Date | End Date | Key Deliverables | Responsible Party |  
|-----------|------------|----------|------------------|------------------|  
| Question Submission | [Insert Start Date] | [Insert End Date] | - Review RFP process and question submission details<br>- Prepare and submit any necessary questions for clarification | Proposal Team |  
| Question Response | [Insert Start Date] | [Insert End Date] | - Receive responses to submitted questions from Aetion<br>- Review and analyze responses<br>- Seek further clarification if needed | Proposal Team |  
| Vendor Shortlist | [Insert Start Date] | [Insert End Date] | - Evaluate received responses and shortlist potential vendors for presentations<br>- Notify shortlisted vendors | Proposal Team |  
| Vendor Presentations | [Insert Start Date] | [Insert End Date] | - Prepare presentation materials<br>- Conduct presentations to showcase capabilities and solutions<br>- Address any questions or concerns from Aetion | Proposal Team |  
| Vendor Selection & Notification | [Insert Start Date] | [Insert End Date] | - Evaluate vendor presentations and proposals<br>- Select the preferred vendor<br>- Notify the selected vendor and other participants | Proposal Team |  
  
## Phase 3: Onboarding/Transitioning Process (Start Date: [Insert Start Date], End Date: [Insert End Date])  
  
| Milestone | Start Date | End Date | Key Deliverables | Responsible Party |  
|-----------|------------|----------|------------------|------------------|  
| Onboarding Planning | [Insert Start Date] | [Insert End Date] | - Develop onboarding plan and timeline<br>- Identify roles and responsibilities for both Aetion and the selected vendor<br>- Establish communication channels and frequency | Project Manager |  
| Candidate Screening & Verification | [Insert Start Date] | [Insert End Date] | - Define screening criteria and verification processes<br>- Conduct background checks and skills assessments<br>- Verify candidate qualifications | HR Team |  
| Training Approach | [Insert Start Date] | [Insert End Date] | - Design training program for onboarding new members<br>- Develop strategies to maintain relevance of existing team members<br>- Implement training activities | Training Team |  
| Onboarding Execution | [Insert Start Date] | [Insert End Date] | - Onboard new members from the selected vendor<br>- Provide necessary training and resources<br>- Ensure smooth integration with Aetion's existing teams | Project Manager |  
| Ongoing Support & Account Management | [Insert Start Date] | [Insert End Date] | - Establish ongoing support mechanisms and account management processes<br>- Define communication channels and frequency<br>- Monitor and address any issues or concerns | Account Manager |  
  
Note: The start and end dates for each phase and milestone should be determined based on the project's specific timeline and requirements.

## SYNOPTEK TEAM

User can add as per requirement

## STNOPTEK OVERVIEW

\*\*Strategic Customer Alignment and Market Engagement\*\*  
  
Our company is dedicated to closely aligning with clients to ensure their business objectives are not only met but exceeded. We employ a comprehensive suite of services—spanning transformative engineering, innovative cloud solutions, targeted development, and proactive managed services. Our approach involves leveraging cutting-edge technology and deep industry expertise to deliver expedited business results. Additionally, our operations are underscored by rigorous process optimization and robust cybersecurity measures, ensuring both scalability and security in a comprehensive manner. Our global partnerships empower organizations to adeptly navigate fluctuating market conditions and technological advancements, thus solidifying their industry standing and achieving sustainable growth.  
  
\*\*Origins and Evolution\*\*  
  
Our inception was motivated by the urgent market requirement for a sophisticated firm capable of supporting the dynamic needs of rapidly growing mid-sized enterprises. These organizations typically grapple with challenges related to scaling operations, establishing mature operational processes, and assembling a globally competent team. Recognizing these needs, our founders—veterans of global consulting and fast-paced tech environments—crafted a specialized business model to serve these entities effectively. This model is designed to facilitate these organizations in managing the evolving technological ecosystem and developing robust, cloud-based solutions tailored to their specific business imperatives.  
  
\*\*Detailed Characteristics and Strategic Business Model Adaptations for Mid-Sized Enterprises\*\*  
  
\*\*Agility in Execution:\*\* Our engagement model emphasizes swift, agile project execution with smaller, more frequent deliverables. This approach minimizes initial discovery phases and fosters an integrated, long-term relationship with our clients. It transforms our role to that of an ongoing strategic partner, seamlessly extending our clients' teams and ensuring consistent, predictable revenue streams.  
  
\*\*Rapid Deployment and Learning:\*\* We prioritize rapid engagement and value addition, crucial in environments where time for extensive analysis is limited. Our strategy involves initial intensive collaboration to establish a solid groundwork, followed by agile and responsive ongoing interactions. This setup allows us to swiftly adapt to client needs and market changes, thereby maximizing impact and efficiency.  
  
\*\*Team Integration and Strategic Focus:\*\* Given the rapid scaling challenges our clients face, our model supports extending their capabilities with our high-caliber teams. This enables their internal resources to concentrate on core, strategic initiatives while we handle the technological lifecycle—envisioning, transforming, and evolving—alongside them.  
  
\*\*Process Maturity and Capability Enhancement:\*\* We leverage our well-established processes and advanced systems to help clients rapidly develop their operational capabilities. Our interventions are designed to enhance client processes, scale their operations efficiently, and integrate advanced technological tools, thereby accelerating their growth trajectory and market responsiveness.  
  
\*\*Comprehensive Industry Engagement and Technological Transformation\*\*  
  
We commit to deeply understanding our clients' industries, focusing on sectors experiencing significant technological shifts such as healthcare, financial services, and manufacturing. Our teams are equipped with specialized industry knowledge that enables us to anticipate needs and tailor solutions that are both strategic and pragmatic. This industry-specific focus ensures quicker integration of solutions, better risk management, and enhanced value delivery, making tangible impacts on our clients' operational and financial goals.  
  
\*\*Expansive and Integrative Capability Portfolio\*\*  
  
Our capabilities encompass a broad spectrum of critical business and technological areas including strategic consulting, advanced software engineering, data analytics, AI, cloud solutions, and cybersecurity. This multidisciplinary approach ensures that we can offer a holistic service experience, addressing all client needs under a single partnership umbrella. Our global delivery models, agile methodologies, and robust project governance ensure that we not only meet but exceed client expectations with every project.  
  
\*\*Innovative Engagement and Continuous Improvement Model\*\*  
  
Our engagement process is structured around a proactive envision-transform-evolve cycle. Initially, we work closely with clients to outline and understand their strategic goals, moving on to implement transformative solutions crafted to these specifications. Post-implementation, we shift our focus to ongoing evolution and optimization of these solutions, underpinned by managed services designed to ensure continuous improvement and alignment with emerging business and technological trends.  
  
\*\*Our Pledge to Excellence and Strategic Impact\*\*  
  
Our organizational culture is built around a set of core values—clarity, growth, ownership, teamwork, and results—that guide our interactions and service delivery. We are committed to providing visionary leadership, expert guidance, and passionate service to help organizations navigate their strategic journeys effectively. Our structured training programs, customer satisfaction initiatives, and performance evaluations are all aligned to uphold these values and ensure superior service delivery.  
  
\*\*Benchmarking Success and Realizing Potential\*\*  
  
Through our strategic studies and partnerships, such as the Pinnacle Performer Benchmark Study, we quantify the impact of our services on client businesses. These insights not only showcase the direct benefits of our engagements but also guide clients in refining their strategies and technology investments to optimize performance and achieve higher business outcomes. This ongoing benchmarking and feedback mechanism ensures that our partnerships are always forward-looking and aligned with achieving the highest standards of business excellence.

## SYNOPTEK CULTURE AND APPROACH TO TALENT MANAGEMANT

\*\*What Distinguishes Synoptek? Our People-Centric Approach\*\*  
  
At Synoptek, we believe that our people are not just employees, they are the catalysts of innovation and transformation within the industry. We don’t just offer jobs; we provide pathways to personal and professional development. By fostering a collaborative environment, we unlock the potential of our workforce, encouraging a culture of forward-thinking and continual growth.  
  
We are steadfast in creating a workplace that not only values but celebrates diversity and individuality. Across all global locations, our teams are united by a shared vision to redefine industry standards and positively impact client businesses through technological and strategic excellence.  
  
\*\*The Core Identity of Synoptek\*\*  
  
Synoptek’s ethos, our "DNA," permeates every facet of our organization—from client interactions to strategic talent development. This DNA forms the backbone of our company, influencing how we build our teams and nurture their growth.   
  
Our workforce of over 1,100 professionals across various continents is a testament to our commitment to diversity and inclusion. We strive to create an environment where everyone feels valued, integrating a wide array of cultural backgrounds and professional experiences into our daily operations. This diversity is not just celebrated but seen as a key driver of creativity and innovation, empowering our teams to deliver exceptional results to our clients.  
  
In our quest to maintain a connected and inclusive culture, we engage in numerous initiatives aimed at employee well-being and satisfaction. These range from team-building activities and social events to comprehensive wellness programs, all designed to enhance engagement and foster a sense of belonging.  
  
\*\*Synoptek’s Societal Contributions\*\*  
  
Our commitment to societal improvement is manifest in our proactive community engagement. "Synoptek Gives" allows our employees to dedicate time to meaningful causes, enhancing the social fabric of the communities we serve. This initiative supports a wide range of activities, from educational programs to healthcare support, reflecting our commitment to giving back.  
  
The "ServiceNow for Good" program illustrates our innovative approach to corporate philanthropy, channeling a percentage of our revenues to support pediatric oncology services at over 170 Children’s Miracle Network hospitals. This initiative not only impacts the healthcare sector but also strengthens community ties and reinforces our commitment to vulnerable populations.  
  
Furthermore, our global partnerships with various non-profit organizations underscore our dedication to a broad spectrum of causes, enabling our teams to contribute locally and internationally through both fundraising efforts and hands-on volunteer work.  
  
\*\*Synoptek’s Revolutionary People Practices\*\*  
  
\*\*Strategic Talent Acquisition\*\*  
  
Our approach to talent acquisition is holistic and strategic, aimed at identifying individuals who are not just skilled but who are also visionary and team-oriented. Our comprehensive recruitment process includes advanced sourcing techniques, multi-faceted interviews, and rigorous assessments, ensuring that we onboard individuals who are the best fit for our dynamic and inclusive culture.  
  
\*\*Advanced Talent Sourcing Techniques\*\*  
  
Our global Talent Acquisition team leverages their deep market understanding and extensive networks to attract top-tier talent. By combining traditional methods with innovative approaches like social media recruiting and virtual job fairs, we ensure a diverse pool of candidates. This strategic sourcing is supported by our strong employer brand, particularly prominent in key tech hubs across North America and Asia.  
  
\*\*Enhanced Candidate Evaluation and Onboarding\*\*  
  
We employ a robust selection process that meticulously assesses a candidate’s technical competencies and alignment with our core values. Once selected, our onboarding program is designed to integrate new hires into our culture seamlessly, equipped with comprehensive training sessions from day one to ensure they are well-prepared to contribute to our goals.  
  
\*\*Continuous Learning and Development\*\*  
  
At Synoptek, we invest in our employees’ growth through continuous education and professional development opportunities. This commitment is reflected in our extensive array of training programs and certifications, tailored to empower employees to advance in their careers within a technology-driven marketplace.  
  
\*\*Dynamic Performance Management\*\*  
  
Our performance management system is crafted to be adaptive and proactive, focusing on real-time feedback and regular developmental discussions. This approach ensures that our team members are continuously aligned with the evolving needs of our business and our clients, fostering an environment of constant growth and achievement.  
  
\*\*Robust Total Rewards and Recognition\*\*  
  
Synoptek’s rewards philosophy is comprehensive, designed to nurture the whole employee. From competitive compensation packages to progressive benefits and recognition schemes, our strategy is all-encompassing, aiming to motivate and retain top talent while promoting job satisfaction and loyalty.  
  
In conclusion, Synoptek distinguishes itself through a relentless focus on people, innovative community impact strategies, and a commitment to excellence that permeates every aspect of our operations.

## CASE STUDIES

meddata\_group  
Business Need:  
Legacy systems were incapable of handling huge data inputs required for managing omnichannel HCP marketing programs. The degraded end-user experience drove the need to modernize the application and develop it as a cloud-native application to enhance data management, establish a robust application architecture, and make the app extremely user-friendly.  
  
Solutions and Approach:  
Synoptek provided a suite of Professional IT Services to help the firm cater to the needs of their customers and deliver data to fuel their omnichannel HCP marketing programs. We enabled them with robust technology solutions and have been providing cutting-edge Application Development, BI, Data Engineering, and Analytics Services.  
Complete overhaul of Data Management System and underlying architecture including:  
- Delivery of Data Engineering and BI services using advanced Agile methodologies and the latest tech frameworks  
- Implementation of Data Cleansing systems  
- Integration with a large number of clinical databases  
  
Business Results:  
Synoptek's Application Modernization Services have helped the firm enjoy better application usability, security, and performance and which improved customer satisfaction and retention also while allowing the firm to focus on the business.  
The completely cloud-native application now uses AWS Serverless technology and enables the firm to:  
- Increase workforce productivity due to fast and accurate access to necessary data  
- Enjoy cross-platform support and focus efforts on business enhancements rather than daily production support  
- Experience performance improvement as high as 95%  
- Improve satisfaction, productivity, and overall experience for all stakeholders and users  
- Enjoy enhancements in performance and security as well as cross-platform support using Microservices  
- Increase API development speed and quality with reduced bugs  
- Reduce SQL query execution time from 1 hour to 2 minutes  
- Reduce manual intervention to zero via automation and reduce delivery speed more than 99%  
  
wellcove  
Business Need:  
Wellcove by CHCS Services provides Third-Party Administration for the world's leading insurance brands. They have been serving as the nationâ€™s leading full-service senior market solutions provider for over 25 years. As the leading third-party administrator, they operate with a strategic mission and vision and become an extension of the clientâ€™s organization and brand. CHCS Services was purchased by a private equity firm and engaged Synoptek as a managed services provider to initially move their technology infrastructure from the previous ownerâ€™s data center to a new AWS virtual private cloud design and configured by Synoptek. In addition, the required immediate development resources to expedite in-flight application initiatives.  
  
Solutions and Approach:  
Synoptek offered our shared pool of quality resources for list of services and technologies which are bulleted below. Wellcove benefited from a flexible model for upscaling or downsizing the team based on their capacity needs. All development KPIs and standards were set by Wellcoveâ€™s development management team were adopted by Synoptek developers and integrated into the Synoptek platform allowing for best practices and maintaining HIPAA compliance plus high standards for data integrity and security. These are services and technologies delivered by Synoptek to Wellcove:  
  
â€¢ Project management  
â€¢ Quality assurance testing  
â€¢ Managed AWS services  
â€¢ Microsoft .Net  
â€¢ Java  
â€¢ Database administration  
â€¢ Workfusion development  
â€¢ OpenText Exstream development  
â€¢ SSIS / SSRS  
  
Business Results:  
Synoptek global developers were rapidly onboarded and trained on the Wellcove development standards resulting in an on-time and successful release of their planned backlog while achieving high delivery standards.  
  
medstar\_health  
Business Need:  
Client is an integrated health care system offering patients a continuum of coordinated and high-quality care. In addition to its two academic medical centers, the system includes community and specialty hospitals, a health insurance plan, a physician network, community health centers, home health and long-term care services, and other health care entities. Client is a non-profit organization that is committed to patient care, research, teaching, and service to the community. Client was launching program to create a better patient experience, enabling better visibility and quality of care to patients. The initiative was focused on implementing a mobile app to integrate easily with various medical devices to capture patient vitals.  
  
Solutions and Approach:  
Synoptek developed a health assistance mobile app that helps the users to manage their patientsâ€™ health data by connecting various devices to measure blood glucose level, blood pressure, weight, and other activities. The mobile app fetches patient generated health data from medical devices, Samsung and Apple Healthkits and various apps from within the Validic marketplace and syncs the data onto the Validic portal as well as the middleware application developed by Synoptek to be used by the administrators at Connected Health. This is a typical Internet of Things (IoT) case where the readings are captured from medical devices such as VitalSnap, Bluetooth, Samsung Healthkit, Apple Healthkit, and Validic marketplace, to capture vitals like glucose, blood pressure and pulse and activity.  
  
Business Results:  
â€¢ Patientsâ€™ vitals can be easily shared with the doctors before they visit.  
â€¢ Records stored at centralized location that allows the doctor to check the patientâ€™s history.  
â€¢ Users can easily check and store patientsâ€™ vitals from multiple devices at a central location, share with doctors, check their history and manage their data easily, from anywhere.  
â€¢ Users can easily sync their readings in offline and online modes.  
â€¢ Monthly reports generated help doctors to keep a track of patientsâ€™ health.  
â€¢ Customer facing data is stored safely and correctly.  
â€¢ IoT captures data correctly and prevents data loss.  
  
dynamic\_health\_services  
Business Need:  
Client is an integrated health care system offering patients a continuum of coordinated and high-quality care. In addition to its two academic medical centers, the system includes community and specialty hospitals, a health insurance plan, a physician network, community health centers, home health and long-term care services, and other health care entities. Client is a non-profit organization that is committed to patient care, research, teaching, and service to the community. Client was launching program to create a better patient experience, enabling better visibility and quality of care to patients. The initiative was focused on implementing a mobile app to integrate easily with various medical devices to capture patient vitals.  
  
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â€¢ Customer facing data is stored safely and correctly.  
â€¢ IoT captures data correctly and prevents data loss.  
  
sycamores  
Business Need:  
Sycamores is a highly respected mental health and welfare agency with 10 locations throughout Southern California. Since 1902 Sycamores has been investing in people. Today the agency provides innovative and effective programs and services for children, youth, young adults, and families facing serious life challenges, impacting nearly 16,000 lives annually. Services include residential treatment; transitional shelter care; foster care and adoption; transitional living assistance for young adults currently or at risk of experiencing homelessness; outpatient and school-based mental health services; wraparound/in-home services; psychiatric services; psychological testing; and educational support services. The challenge was Sycamores had data within various Line of Business systems for Payroll, Finance, Health records, Budgeting, Human Resources, Recruiting, and others, limiting their ability to gain deep insights in overall operations. There was a strategic desire to implement an effective agency-wide Business Intelligence solution leveraging Line of Business system data to facilitate effective monitoring of business processes and enable efficient decision making based on historical reports, performance KPIs and target/goal tracking.  
  
Solutions and Approach:  
The business need of client is being accomplished through a multi-phase effort known as Business Intelligence Architecture Project. It provides following key implementations.   
  
â€¢ Data Warehouse solution using Azure cloud services (PaaS)  
â€¢ Third party data sources integration for data extraction like NetSmart Avatar â€“ HR and attendance data, Paycom and Ceridian for Payroll data.  
â€¢ Power BI reports and dashboards based on role ->clinician, supervisors, managers.  
â€¢ Training, ongoing solution support and maintenance   
â€¢ Tools and Technologies used: Azure Data Factory V2, SSIS runtime, Azure SQL Data Warehouse, Azure Analysis Services, VPN, sFTP.  
  
Business Results:  
Client achieved a lift in revenue of $2.5M (2% of revenue for the year) by gaining better insights (KPIâ€™s) into the utilization of their team processing key data elements and drive better performance, saving efforts on manual reporting.

## QUALITY SECURITY AND COMPLIANCE

Quality Control  
Synoptek is committed to continual quality improvement and improving the effectiveness of our Quality Management System (QMS) with ISO 9001:2015 compliance. Our basis for Application Development Quality control lies within the Software Development Framework:  
  
1. Requirements Analysis  
2. Planning  
3. Software design  
4. Software development  
5. Testing  
6. Deployment  
  
Security and Compliance  
Synoptek maintains industry-standard corporate security controls. The measures we follow have been independently evaluated for their presence and continuity through the American Institute of CPAs’ Report on Controls at a Service Organization Relevant to Security and Availability (commonly referred to as a SOC 2 Type II attestation report), and from an ISO/IEC27001:2013 (Information Technology - Security Techniques - Information Security Management Systems) Certification. These independent attestations and certifications provide clients with proof that Synoptek continues to maintain a reasonable level of control over client data. The reports are available upon request.

## PRICING MODEL

User can add as per requirement

## ASSUMPTIONS AND CLIENT RESPONSIBILITIES

1. This proposal is based on the RFP documentation shared between parties to date. Additional information or needs may require changes to this proposal.   
2. Travel is billed only when and if necessary. Synoptek will obtain client approval prior to billing such travel expenses.  
3. Synoptek will require administrative access permissions on all supported equipment, applications, and systems.  
4. The Transition Plan (for onboarding) is based on documented knowledge of the existing IT environment, processes, and organization. This plan will be validated and adjusted as necessary during the alignment and mobilization phases as outlined in the Synoptek methodology section.   
5. Synoptek and the client may identify additional Projects or Services at any phase. Projects or Services will be formally discussed, and these Projects and Services will be scoped, priced, and proposed separately.   
6. Synoptek will submit a Change Order to the client if material changes to the defined scope are identified. Synoptek will provide an update and align and document the reason(s) for any deviation from the anticipated timelines, services, or pricing.  
7. The client shall ensure that all its equipment and security processes and implementations are in good working order and conform to all applicable industry practice, standards, or requirements. Synoptek assumes that the client has the necessary third-party support contracts in place for all critical hardware, software, and services. The client will maintain all current or new third-party support contracts for its hardware and application support unless mutually agreed upon by both parties to cancel.  
8. The client is responsible for regulatory compliance or industry specific obligations. Synoptek can provide guidance where applicable.  
9. All Synoptek services include Synoptek designated tools and licenses included in the Services pricing. If the client has other third-party software or hardware managed by Synoptek, the client is responsible for licensing, circuit and telco costs, hardware/software support unless it is explicitly included in the Synoptek proposed pricing.

## PROPOSAL APPENDIX

User can add as per requirement

## APPROVAL

This SOW is issued under the agreed terms and conditions of the Master Services Agreement on file. Both parties represent and warrant that they have full corporate power and authority to execute and deliver this SOW and to perform their obligation hereunder, and that the person whose signature appears below is duly authorized to enter this SOW on behalf of the party and subject to all terms and conditions stated herein.

IN WITNESS WHEREOF, the parties have agreed to the terms and conditions of this SOW as of the date of the last signature.

|  |  |
| --- | --- |
| Approved By: **Aetion**  Signature: | Accepted for: **SYNOPTEK LLC**  Signature: |
| Printed Name: | Printed Name: |
| Title: | Title: |
| Date: | Date: |



Synoptek, LLC.

19520 Jamboree Rd, Suite 110 Irvine, CA 92612, United States (949) 697-5660

[www.synoptek.com](http://www.synoptek.com/)

Synoptek @Synoptek @synoptekservice

**14**